

Holly Shirley

Entertainment Industry With A Concentration On Becoming A Brand Ambassador, Campaign And Fashion Modeling, Commercial Partnerships As Well As Theatrical Work In Both TV And Film.

I am the consummate "go-getter" in both my professional and personal endeavors. I have the education as well as experience serving as both a managerial director and as marketing representatives for many diverse companies/brands/services over a span of two decades. With over 20 years of managerial, marketing and documented sales experiences and profitability (complete with documentation of successful sale figures, increased profitability and surpluses reflected within my sales/profit numbers and projected stats). I pay close attention to details involving the constant changes in the ever evolving markets. This is done to help assist the consumer with obtaining their needs and outlining their specific goals they are striving to achieve such as their objectives, ideas and/or their need for profit projection growth and/or structure alignment. Authorized to work in the US for any employer

Work History

2023-06 -
Current

Customer Relations/Sales Associate

King's Grant Golf And Country Club, Fayetteville, NC

- Insure that all the members and their guests needs/requests are meet/accommodated
- Customer Service provided
- Public relations assistant
- Personal
- Answered customer questions about sizing, accessories, and merchandise care.
- Provided positive first impressions to welcome existing, new, and potential customers.
- Engaged with customers to build rapport and loyalty.

2023-03 -

Client Service Representative

Contact

Address

Fayetteville, NC 28303

Phone

+1 843 458 7439

E-mail

hollyshirley2244@gmail.com

Skills

Construction/Drywall knowledge

Products and Service Marketing/Branding

Negotiations (contracts/terms/price)

Staff Recruiting

Budgets

Salesforce training

Email marketing

B2B

Financial management

Supply and demand chain

Staff management operations

Current*Instacart Shoppers, Fayetteville, NC*

- Quality control of products ordered
- Customer Service liaison
- Product delivery accuracy
- Delivery conducted and executed in a timely fashion with total customer satisfaction in mind from beginning to the end.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Increased efficiency and team productivity by promoting operational best practices.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.

**2022-10 -
Current****Delivery Service Associate***DoorDash Inc, Fayetteville, NC*

- Obtaining and successfully executing multiple mobile delivery orders using time management skills and cultivated interpersonal relationships
- Product control check for all orders
- Successful completion of deliveries using excellent interpersonal/client care and time management skills
- Always maintaining positive and pleasant communication with clients to make the process successful and enjoyable
- Establish positive rapport and implementing problem-solving strategies, when needed.

**2021-11 -
2022-01****Cosmetic Retail Sales Associate***Ulta Beauty Company, Fayetteville, NC*

- Greeted customers offering my services to help customers with their needs
- Offered knowledgeable information of multiple cosmetic brands with current
- Completed sales transactions and online product orders
- Completed in-store and online merchandise orders
- Handled in-store returns
- Logged history of daily inventory transactions of

Customer service experience and training

Project management skills and experience

Administrative duties

Market research

Strategic planning

Business plan development proposals

Account management

Employee Management

Forecasting

Public relations

Accounting

Procurement

Leadership Manager experience

Marketing Event Planning

Projection using Analytics tactics

Social Media marketing content

Wholesale and Retail Sales Experience

Computer skills

MS Office, Excel, Spreadsheet and PowerPoint

Conflict Management resolution

WordPress 1. Marketing

products

- Replenished merchandise with daily stocking
- Created/stocked numerous product marketing kiosks

2020-12 -
2021-05

Sales Representative/Administrative Assistant

Top Of The Line Auto Sales, Fayetteville, NC

- Served as the point of contact for Supervisor/Owner of the company
- Executed automotive sales with detailed documentation of my successful sales figures
- Created, maintained and processed sales data daily through spreadsheet programs documenting logged sales and payment invoices
- Assisted in answering all customer and client inquiries, served as the first person of contact for potential and existing customers
- Managed the day-to-day operations of this locally owned and operated automotive sales business
- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.
- Developed and implemented marketing plans to increase brand awareness and drive sales.
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.

2013-12 -
2017-05

Owner/President

B and C Wholesale Inc, Fayetteville, NC

- Provided Business to Business floor planning resources for other individually-owned automotive wholesale businesses as well as obtaining debit collections
- Provided In-House vehicle financing
- North Carolina & South Carolina Automotive Wholesale Dealer certified.

2010-10 -
2014-04

Deputy Clerk of the Court-Civil Division

*Cumberland County Clerk Of Superior Court,
Fayetteville, NC*

Proficient 2.

Management Proficient 3.
Communication/Understanding a

Target audience effectively-Proficient

Driving

Communication skills

B2B Sales

Client Service

Client Service

Multi-tasking strength

Excellent people skills

Product promotions

Professional demeanor

Merchandising understanding

Product and service sales

Exceptional customer service

Problem-solving skills

Relationship building

Social perceptiveness

- Served as a domestic and civil courtroom deputy clerk with duties that included but not limited to being in charge of overseeing individual case trials and the exhibits belonging to both the plaintiff and the defendant counsel to better serve the presiding district court judge assigned to each court case
- Documented exhibits and courtroom minutes by logging each with a NC judicial program system as well as audio recordings of courtroom calendars/minutes within open court for the presiding judge
- Civil tax lien data documented for individuals and business entities (Federal and State)
- Calculated and arranged foreclosure property Upset Bids and Deeds.

2005-11 -
2009-01

Office Manager

Carolina Drywall and Interiors Inc, Little River, SC

- Created building supply orders for new construction bid projects for residential and commercial jobs
- Business to Business account management while logging PNL spreadsheets quarterly
- Facilitated business proposals/contracts for industry clients
- Established and maintained quality business to business relationships to ensure productivity and growth.

2005-11 -
2009-01

B2B Construction Sales Representative

Carolina Drywall and Waterproofing Inc, Little River, SC

- Contacted new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services
- Answered customers' questions regarding our services, products, prices, availability, and credit terms
- Quoted prices, credit terms, or other bid specifications.

Education

B.S.: Business Management and Business

Marketing

University of North Carolina at Wilmington - Wilmington,
NC

Additional Skills/Experience

Tennis
Pickleball
Golf
Skeetshooting
Swimming/Diving
Racketball
Yoga
Aerobics
Wellness Enthusiast
Documentary Enthusiast
World History
Theology
Novels
Mentoring participant
Multitasking
Horseback Riding
Acting
Modeling
Pageants
Cooking
Interior Design/Decorating
Student Body Representative (College)
Traveling
Beauty Product/Trends Enthusiast

Contact in the following states below

- *New York
- *Georgia
- *North Carolina
- *South Carolina
- *Florida
- Alabama
- *Texas
- *Kentucky
- *California
- *Washington
- *Virginia